

CHICAGO URBAN HEALTH OUTREACH PROJECT

Quarterly Report
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Progress Report

The goal of this project is to provide health care providers at Circle Family Care and Erie Family Health Center with equipment and skills to enable them to access, retrieve, and evaluate online health information so that they can integrate information-seeking activity into their daily clinical work.

Objectives

- Provide equipment to enable health care providers at the participating health clinics to access online health information

During this quarter, equipment was ordered and delivered to all of the participating sites. Installation has been completed at all sites, with the exception of one clinic, which is expecting to relocate in May.

Additional equipment was ordered for the project team, consisting of a laptop and a portable projector for use in training sessions. This equipment was also received.

- Train health care providers at the participating health clinics to search NLM databases, including PubMed, MEDLINEplus and ClinicalTrials.gov
- Train health care providers at the participating health clinics to search for, retrieve and evaluate health care information on the web

As a first step in the project, a needs assessment was conducted to determine the basic computer and Internet skills of the participants at each site. (The Internet Access Skills assessment tool was submitted as an attachment to the previous CUHOP quarterly report.) The results were analyzed by the Training Coordinator to determine the level of content for the Internet Skills portion of the training. Only one or two participants reported a complete lack of computer skills; the rest were confident they could turn on a computer, use a mouse, were familiar with Windows and could use a Web Browser. Overall confidence started to slip when asked about search engines and their qualities, web-based bulletin boards and online discussion groups. Only a few professed an ability to download a plug-in or find specific sites on the Web.

Based on these results the Training Coordinator planned a class that assumed users' abilities within the Windows environment and focused on web navigation skills. Instruction included design and scope of the Internet, web browsers and their functions, the variety and uses of search engines, and how to read a URL. There was also some discussion of critical evaluation of web resources. Two sessions were held, one at Erie Family Health Care and one at Circle Family Care. There were 19 attendees at the training session at Erie and 20 at Circle.

The Training Coordinator has also been preparing outlines for the classes to be presented on NLM resources. This will be a basic introduction to PubMed, MEDLINEplus and ClinicalTrials.gov. Although classes were originally scheduled to begin in January, these have been postponed due to scheduling difficulties at the clinics.

- Set up a system to provide document delivery of full text articles needed by health care providers at the participating health clinics. This service will be provided at no charge to the user for the duration of the grant.

Document delivery procedures have been developed and will be presented to project participants as part of their training on using NLM resources.

- Design a website for the project that can serve as a launching point for finding health resources on the Internet. This site would incorporate links to local services and resources, to NLM and other web resources, and to online tutorials and training materials.

Initial design has begun on the project website.

- Develop and implement a project to enable videoconferencing between project participants to facilitate ongoing training, and support.

Software has been identified and ordered to create video tutorials to supplement the in-class teaching. The software selected is Final Cut Pro. The videos will be installed on the desktops of the clinic computers (as streaming may not be practical with limited band width at some locations) and also made available via streaming access.

Attachment A

Internet Access Training Outline

I. Overview of the Internet

- A. Size of the Internet
 - 1. Number of Web Pages
 - 2. Number of Sites
- B. What is a server
- C. How connecting to the Internet works
- D. Deciphering URL

II Web Browsers

- A. Netscape, Explorer, and others
- B. Basic Features and Functions
- C. HTML: What it looks like and what it does
- D. Hyperlinking Basics

III Search Engines

- A. Why Search Engines were developed
- B. Different Types of Search Engines
 - 1) The “Pure” Search Engines e.g. Altavista, Google, etc.
 - 2) The Directories e.g. Yahoo, ExCite, etc.
 - 3) The Meta Engines e.g. Dogpile, Metacrawler
- C. Search Engine Reviews

IV. Other Key Resources

- A. Association Pages
- B. Government Sites

V. Critical Skills for Health Care Providers more Important than ever

- A. Misinformation
- B. Authority Issues

Commercial Influences